

Health Matters



July 2010



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Wells Fargo Customer Service Hours

Wells Fargo Insurance Services (WFIS) has two Alaska locations to serve our members:

Juneau - 400 Willoughby Ave., Suite 202

Anchorage - 1500 W. Benson Blvd., 2nd fl.

Both offices are open 8:00 a.m. to 5:00 p.m. WFIS representatives are available by phone, toll-free, at 1-877-517-6370, 4:00 a.m. to 5:00 p.m. Alaska time.

ALASKACARE Impacts of Federal Health Care Legislation

The *Patient Protection and Affordable Health Care Act*, signed into law on March 23, 2010, and the *Health Care & Education Reconciliation Act*, signed into law on March 30, 2010, contain very few immediately effective provisions.

The Department of Administration is working with other state agencies to map out implementation plans for the new laws affecting ALASKACARE members. As information about the new law’s provisions and effective dates becomes available, it will be posted on the Division’s website and in Division newsletters and other communications to members.

There are two provisions with effective dates within the next calendar year. The first concerns the Health Flexible Spending Account (HFSA) and the second dependent coverage up to the age of 26. Please see the information on page 2 about how these provisions

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A New Approach to Customer Service

To improve our phone service and the speed and processing of customer requests, the Division of Retirement and Benefits (DRB) is creating a new Customer Service Center. Effective Monday, August 2, 2010, the DRB Customer Service Center *phone* hours of operation will be Monday through Friday, 10:00 a.m. to 3:30 p.m. Alaska time.

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ALASKACARE Impacts *(Continued from page 2)*

affect ALASKACARE Employee and Retiree members differently. Watch doa.alaska.gov/drb and your mailbox for new information.

Health Flexible Spending Account (HFSA) Change

ALASKACARE Employee Health Plan

For ALASKACARE Employee Health Plan members using an HFSA, over-the-counter drugs will no longer be considered an eligible expense for reimbursement effective January 1, 2011.

ALASKACARE Retiree Health Plan

The HFSA provision of the federal law does not apply to the ALASKACARE Retiree Health Plan because there is no HFSA available to ALASKACARE Retiree members.



Up to Age 26 Dependent Coverage

ALASKACARE Employee Health Plan

ALASKACARE Employee Health Plan member dependents up to age 26 will be eligible for enrollment during the next open enrollment period, scheduled for May and June 2011.

The *Patient Protection and Affordable Care Act* requires the addition of older dependent children after the first plan renewal occurring more than six months after the effective date of the new law (September 23, 2010). For the ALASKACARE

Employee Health Plan, this will be for the plan year beginning July 1, 2011. This provision only applies to dependents up to age 26 who are not covered by their own employer group plan. Dependents who have access to their own employer group plan, must enroll in that plan rather than their parent's plan.

ALASKACARE Retiree Health Plan

Based on the most recent federal regulations issued in June 2010, the ALASKACARE Retiree Health Plan is not subject to the provision in the *Patient Protection and Affordable Care Act* requiring some health plans to add coverage for older dependent children up to age 26. The Division of Retirement and Benefits and the Department of Law continue to analyze new regulations as they are published. Should the law or your plan benefits change, we will notify you, as an ALASKACARE retiree member, in ample time prior to any renewal or enrollment deadlines.

When is a colonoscopy covered by my health plan?

Your ALASKACARE health plan may cover a colonoscopy, but only under certain conditions; and the conditions are different depending on whether you are an active employee or a retiree. Here are the details:

ALASKACARE Employee Health Plan (active employees)

One annual colonoscopy may be covered for preventive screening purposes, but it must be prescribed by your physician as part of an annual exam and done within 30 days of that exam. If your doctor recommends a colonoscopy because you have symptoms, it may also be covered.

ALASKACARE Retiree Health Plan

No preventive screenings are covered. In order to be covered, a colonoscopy must be deemed medically necessary by your physician. You must have current/active symptoms for the colonoscopy to be covered.

New Providers Added to Network

Two physician groups in Anchorage and Fairbanks were recently added to our network of preferred providers, allowing us to better serve ALASKACARE members. We are pleased to welcome Katmai Oncology Group and Fairbanks Cancer Care Physicians.

Katmai Oncology is in Anchorage at 3951 Piper Street, Suite U340. Drs. Jeanne Anderson, Dennis Beckworth, Susan Delgalvis, and Mark Levandosky can be reached by phone at 907-562-0321. Visit Katmai Oncology's website at: www.katmaioncology.com.

Fairbanks Cancer Care Physicians, at 1640 Cowles Street, Suite 1, brings the services of Dr. W. Andrew Cox and Dr. Jacqueline Cox, Hematologists, and Dr. Jack Michael Carroll, Hematologist/Oncologist to Fairbanks. They may be contacted at 907-452-4768.

Beech Street Provider Network Welcomes Magellan "Living Healthy Working Well" Providers

Shirley Durtschi of Girdwood, Tashawna Olson and Steven Stauber of Homer, and Sandra Collins-Jackson of Kodiak, joined the provider network in addition to being part of the Magellan "Living Healthy Working Well" program. Durtschi, Olson and Collins-Jackson are licensed therapists. Stauber specializes in Social Work.

To find a preferred provider, you can:

- Use the Provider Directory at www.alaskacare.gov or under "Find a Doctor or Hospital" at doa.alaska.gov/drb/alaskacare.html.
- Call Wells Fargo at 877-517-6370 or Beech Street at 866-720-3725 for assistance.



Ask "KYP" will be a regular feature, helping members to better understand their health plan.

"KYP"
Know Your
Plan



Health Matters is published quarterly by the Division of Retirement and Benefits.

Patrick Shier
Director and
Administrator
Barbara Kelly
Editor

Alaska Division of Retirement and Benefits

State Office Building
333 Willoughby Ave.,
6th Floor
PO Box 110203
Juneau, AK 99811-0203

Toll free:

1-800-821-2251

Benefits (907) 465-8600

Fax: (907) 465-4668

TDD hearing impaired:
(907) 465-2805

The Alaska Department of Administration complies with Title II of the 1990 Americans with Disabilities Act (ADA). This health newsletter is available in alternative communication formats upon request. To make necessary arrangements, contact the ADA Coordinator for the Division of Retirement and Benefits, at (907) 465-4460 or contact the TDD for the hearing impaired at (907) 465-2805.

Disclaimer:

Information in this newsletter summarizes the plan provisions, is supplemental only, and does not supersede the applicable Information Booklet's provisions.

Alaska Division of Retirement and Benefits
PO Box 110203
Juneau, AK 99811-0203

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Customer Service *(Continued from page 1)*

(Office hours will remain 8:00 a.m. to 5:00 p.m. Alaska time, Monday through Friday.)

During the Customer Service Center phone hours, the number of customer service representatives available on the phone will double. This will result in:

- Ability to speak to a live person on most calls, rather than waiting in line and leaving a message;
- Reduction in dropped calls;
- Resolution of most issues during your first conversation.

Additionally, callers will be able to leave a message for follow-up by staff for calls made outside the new Customer Service Center phone hours.

These new phone hours will allow DRB staff to focus on written requests and inquiries in the time before and after the new hours, improving the response time for these types of contacts.

The DRB phone greeting will inform callers of the new Customer Service Center phone hours of operation and will be periodically refreshed with seasonal information.

More information regarding the new Customer Service Center can be found on the DRB website at doa.alaska.gov/drbcsc.html.